



# SOLID WASTE *works*

Summer 2008

Solid Waste Works is a quarterly employee newsletter published by the Miami-Dade County Department of Solid Waste Management

## Recycling Streams Into the Community

A new era of recycling and environmental awareness has come to Miami-Dade County. In June, the DSWM introduced a new curbside recycling program designed to make things easier for customers, the environment and more cost effective for the County.

The old program, which was introduced to Miami-Dade County residents in 1990, required that residents separate their recyclables into two containers for collection.

With the new single-stream program, residents can put all of their recyclables into one cart that is rolled out to the curb every-other-week for automated collection.

The blue and green bins have been replaced with one 65-gallon container on wheels with a lid. All recyclable materials can be placed in the cart including paper, plastics and even different types of cardboard.

"Increasing recycling in the County has been a goal of the Department

for some time," said DSWM Director Kathleen Woods-Richardson. "We hope that the convenience of this program will encourage many more families to begin recycling."

While the procurement for the new program has been in development for some time, once contractors were selected the switch to single-stream collection had to happen very quickly. A transition team led by Deputy Director of Administration Christopher Rose was assembled to guide the implementation of the new program. Jeanmarie

Massa, who worked at the DSWM during the implementation of the initial recycling program in the 1990's, was brought on board as the new Recycling Manager.

*Continued on page 2*



DSWM Director with resident placing old recycling bins on the curb for the last time.



DSWM Director delivering new cart to resident.

## DID YOU KNOW?

♻️ Every ton of recycled office paper saves 380 gallons of oil.

♻️ Every ton of paper recycled saves 17 trees.

♻️ Recycling one ton of plastic saves 7.4 cubic yards of landfill space.

♻️ Glass never wears out, it can be recycled forever.



### MESSAGE FROM THE DIRECTOR

*Dear DSWM Staff,*

I am ecstatic about the new curbside recycling program and all of its benefits! In this issue of Solid Waste Works you will read about the program details and how our transition team got it off the ground in record time. The team worked tirelessly to ensure that all of our Divisions were ready for the launch and that our customers were prepared to receive the new bins and to participate in single-stream recycling. Congratulations to everyone at the DSWM for this great new beginning! The community realizes our commitment to provide them with the best level of service possible. The new curbside recycling program is just another way that we are advancing technology to improve our service, our commitment to our customers and to our environment.

Staffing reorganization and enhancements are well underway and many new staff members have joined us. Over the last quarter we

have added a new Assistant Director of Collection and Disposal, Fleet Division Chief and Transfer Division Chief. You can read the names of all of our new team members in Congratulations Corner; I know that you will all welcome them with open arms.

I am proud to announce that we have a new mission statement and I thank all of you for your submissions. Congratulations to Special Projects Administrator 2 Gayle Love for submitting the winning statement. Our mission was accomplished - this new, simple statement is a perfect fit for our organization.

*Kathleen Woods-Richardson*  
Director

## Recycling, continued from page 1

The transition team oversaw the contractors who brought in new side loading automatic trucks, and selected the color and design of the blue carts which are the perfect companion to the EZ Go Waste Carts. An educational campaign was developed to inform the community about the new program. The team also provided the County's 3-1-1 staff with the necessary training to prepare call specialists to respond to questions from customers about the program.



New containers being delivered to residents.

"To date we have delivered more than 100,000 of the new 65-gallon carts to residents and collection has begun in zones one and two," said Rose. "By Christmas, cart delivery will be complete and collection will be underway Countywide."

The program allows customers to upgrade to a 95-gallon cart or trade in their original 65-gallon cart for the smaller 35-gallon. Not only does the rolling cart make things easier on residents, the added size means that they won't have to recycle every week. And, the lids will prevent rain from entering



DSWM cart delivery team.



New 65-gallon containers at the North Dade Landfill.

the cart keeping the paper dry.

"Single-stream recycling means that residents will participate in recycling more with the ease of the program. It makes routes faster and easier for employees, lowers the cost for collecting the material, and above all takes another step toward protecting our environment," said Woods-Richardson.

Once again the staff of the Miami-Dade County DSWM has continued its tradition as one of the most advanced solid waste departments in the nation, to the benefit of the residents of our community.

## Reaching Out About Recycling

Easy on the Earth. Easy on You. This simple message describes it all. The DSWM Recycling Transition Team, led by Deputy Director of Administration Christopher Rose with help from the County Government Information Center, developed an extensive campaign to educate our customers about the new curbside recycling program.

Before the carts began arriving at homes, the DSWM mailed a tri-lingual brochure to residents explaining the benefits of the new program, how the program works and the long list of new materials that can be recycled. With each cart delivered, residents are also receiving an informational packet on acceptable materials and a calendar highlighting each of their recycling collection dates through the end of the year. Program details and a top quality video on



Before touring the recycling facility DSWM Deputy Director, Assistant Miami-Dade County Manager Susanne Torriente and Special Assistant to the Miami-Dade County Manager Howard Piper, get an overview of the process at the Waste Management Education Center.

[www.miamidade.gov](http://www.miamidade.gov) adds to the abundance of information that is easily accessible by residents.

The Department staff went into neighborhoods for presentations to homeowner associations, conducted interviews on television and WLRN 91.3 FM, and highlighted various aspects about the program through *The Miami Herald's*

Neighbors and Action Line column. Spanish language interviews on WQBA 1140 AM and Telemundo helped ensure that diverse populations of Miami-Dade County were aware of the new program.

On July 31, a kickoff event was held at the Waste Management Processing Facility to celebrate the start of the new program. Attendees were given a special tour of the recycling facility. Local news stations CBS 4 and Univision, were present and aired interviews with Director Woods-Richardson.



DSWM Director and Deputy Director of Administration are interviewed by WLRN's Rhonda Victor Sibila.

The DSWM's community outreach efforts focused on educating our customers with a clear message in three languages, to help residents prepare for a smooth transition to the new curbside recycling program. From the northern County line to the southern County line the message was clear that the Department was transitioning from blue and green bins to single stream carts and that the program would be Easy on the Earth. Easy on You.



# CONGRATULATIONS

## CORNER

*Delivering Excellence Every Day*

There have been several changes at the Department in the second quarter as we move forward with our planned restructuring. An outstanding 55 staff members have earned promotions. The following is a listing of the employees and their new positions:

<b>Cashier</b> Odetta Peters	Tawanda Gibson Monique Hanks Dwight Harris Jr.	Travis Finley Kenyada Hanna Jarvis Jeanty Lorian Mallary Leroy Wilder Carlton Williams	<b>Landfill System Mechanic</b> Dwayne Reed	<b>Waste Enforcement Officer 2</b> Willie Johnson
<b>Personnel Technician</b> Evangeline Canty	Jeremy Johns Stanley Lathan Tyrone Myricks Eugene Sandifer Kayle Turner		<b>Waste Equipment Operator</b> Alphonso Brown James Garey	<b>Landfill Superintendent</b> Ronald McKinney Olen Wilfong
<b>Waste Collector</b> Etienne Augustin Jose Barahona Maishia Dukes Willie Evans Jr. Campbell Grace Samuel Little Johnnie Mosely Jr. Torre Rolle Matthew Siggers	<b>Waste Enforcement Officer 1</b> Sharon Bradley Jose Escobar Marta Ortega Helga Watts	<b>Trash Truck Driver 2</b> Carl Clay Alan Coley Bob E. Floyd Antwane Thurston Rickey Wright	<b>Assistant Transfer Station Support</b> George Rodriguez	<b>Special Projects Administrator 2</b> Robert Menge
<b>Trash Truck Driver 1</b> Armand Dely Tyree Finley	<b>Waste Truck Driver</b> Terrell Colson Nigel Dillard Gregory Ferguson	<b>Trash Crane Operator</b> Jeffery Greene Daniel Israel	<b>Waste Supervisor 1</b> Vickta Ali Anthony Clay Robert Jones Antwane Thurston	<b>Sr. Division Director, Planning</b> Stacey McDuffie
				<b>Assistant Director, Collections</b> Pamela Payne

Welcome the following County employees who transferred to the DSWM:

<b>Waste Collector</b> Tavares Kelly	<b>Automotive Equipment Operator 3</b> Hector Exposito	<b>Personnel Specialist 2</b> Tennille DeCoste	<b>Landfill Superintendent</b> Miraj Khan	<b>Division Director, Fleet Management</b> Danny Diaz
<b>Personnel Technician</b> Catrease Taylor	<b>Executive Secretary</b> Iris Palmer	<b>SWM, Fleet Maintenance Coordinator</b> Jose Rodriguez	<b>Training Specialist 3</b> James Griffin	<b>Assistant Director, Disposal</b> Michael James Moore
<b>Waste Enforcement Officer 1</b> Marvin Pendleton Raul Rodriguez Raymond Rodriguez	<b>Welder</b> Barrant Smellie		<b>System Analyst/Programmer 2</b> Candido Garcia	

Welcome the following new hires to the DSWM team:

<b>Waste Attendant 1</b> Michael Alvarez Omar Ayabarreno Akeem Bailey Ray Baker Jermar Davis Willie Davis Alan Dozier Theodore Gulley Patricia Hill Ronald Johnson Donnita Kemp Colson Ladouceur Isaac McKune Victor Melgar Demetrica Miley Zanell Morrow Chris Parrish Chapell Summers Shirland Toomer	Sabrina Williams Reginald Woods Marcua Wynter	<b>Waste Enforcement Officer 1</b> Thomasina Crapp Jean Daniel Lazare Kandice Williams
	<b>Waste Service Clerk 2</b> Deborah Lanzas-Blanco	<b>Safety Specialist 2</b> Raymond Ng Haddy Rojas
	<b>Waste Collector – Part-time</b> Jabbar Amonaa Chelecha Brown Curtis Brown William Hernandez Charles Kinsey Beverly Lester Roberto Martinez Anthony McCallam Williamson Robinson John Spivey Louis Williams	<b>Systems Analyst/Programmer 1</b> Alberto Fernandez
		<b>Engineer 2</b> Brenda Reyes-Osorno
		<b>Sr. Division Director Transfer</b> Michael Fernandez

Finally, congratulations, best wishes and a heartfelt thank you for your commitment to the County to our recent retirees:

- Johnny Evans, *Trash Truck Driver 1, Trash Division*, 35 years
- Willie C. Hill, *Trash Truck Driver 1, Trash Division*, 28 years
- Brad Buchanan, *Trash Crane Operator, Trash Division*, 31 years
- Jimmie Newsome, *Trash Truck Driver 2, Transfer Division*, 19 years



# DSWM Focus on Safety and Health

In June, the DSWM focused on increasing awareness of occupational safety, accident prevention in the workplace and personal health and wellness by hosting the Department's first Safety and Health Awareness Month. **"Be Safe. Be Healthy. Be Proud."** was the theme for the month created by the Human Resources Division where special activities stressed the importance of safety inside and outside the workplace, and encouraged employees to make time to take care of themselves.

Each week the Department hosted a different theme and health and safety information was distributed to all DSWM employees. During week one, the focus was

on occupational safety in the workplace; week two focused on vehicular safety; week three was all about personal health; and week four celebrated the safest facilities in the Department.

During "We Care" week on personal health, the DSWM hosted health and wellness fairs at 58th Street, 3A and 3B Garbage Operations where more than 250 DSWM staff members took advantage of the various health screenings that were offered. AvMed, Jackson Memorial Hospital and the Miami-Dade County Health Department provided screenings for blood pressure, cholesterol and diabetes, offered vaccinations and health counseling.



The safest facility contest was a very exciting part of the month. Safety Specialists conducted inspections of 24 DSWM facilities, all hoping to be named the safest. The six winning facilities received a framed certificate recognizing their commitment to safety in the workplace. Congratulations to the following winners: Golden Glades and Snapper Creek Trash and Recycling Centers, Central Transfer Station, North Dade Landfill, South Dade Maintenance and 58th Street Collection Operations.

## CERTIFICATE PRESENTATION FOR SAFEST FACILITY CONTEST



South Dade Maintenance



Central Transfer Station



North Dade Landfill



Golden Glades TRC



58th Street Collection Operations



Snapper Creek TRC

## DSWM Mission Statement Unveiled

The Department has met the challenge and a new mission statement is in effect. For the search lead by Assistant Director Aneisha Daniel, each Division and a few individuals anonymously submitted outstanding options for new mission statements. The entries were ranked and the Director and Deputies made the final selection.

"The new mission statement was

overwhelmingly the top choice for its conciseness and clear representation of the Department's purpose," said DSWM Director Kathleen Woods-Richardson.

After the selection it was revealed that the winning statement was submitted by Special Projects Administrator 2 Gayle Love. She was presented with a certificate to acknowledge her contribution and given two days of



DSWM Director Woods-Richardson, Deputy Directors Christopher Rose and Vicente Castro with Gayle Love.

administrative leave. Thanks Gayle Love for submitting a winner!

**New Mission Statement:** *To provide our customers with exceptional waste collection, recycling and disposal services that protect, preserve and improve our environment and the quality of life in our community.*

## Enjoying the Open Road

Ever think about what you might do differently to have a better day? How about making the time to do more of the activities that you truly enjoy? DSWM Environmental Affairs Manager German Hernandez has found a way to slow down the fast pace of the morning commute, energize himself and make his day more enjoyable by bike riding to work.

Since April, Hernandez has been riding his bicycle approximately 15 minutes from his home to the Dadeland South Metrorail Station where he hops on the train and commutes to the Martin Luther King Jr. Plaza.

Hernandez had grown tired of the traffic during the morning commute by car, and he recognized the environmental, health and financial benefits of biking. Most importantly, Hernandez says that he just enjoys riding his bike every morning. He has learned to appreciate the beauty of his neighborhood, the sounds of the birds and the smell of the flowers.

"I feel more connected to my neighborhood," said Hernandez. "My morning commute is like a Sunday morning drive."

What advice does Hernandez have for others who wish they could find the same enjoyment in their day? Hernandez encourages others to think outside the box and find new ways to accomplish the things they truly enjoy.



## Garbage Hits a Double

At the DSWM, we all know what it means to have that rare holiday when we don't collect. It means double-day collection for the Garbage Division on the next collection day.

That was the case on Tuesday, July 8 following the July 4 holiday.



On that day, the collection of all of our garbage routes was completed by 5:30 p.m., making it the earliest double-day collection completion time in the history of the Department. Congratulations to the Garbage Division for setting a new collection

record. The support of Trash, Transfer, Landfills and Enforcement helped to make the day a success.

"When we have an important accomplishment like the post holiday collection effort, it deserves special attention," said Assistant Director for Operations James Bostic.

"I would like to extend my sincere appreciation and say thank you for a job well done. Let's continue to show that the DSWM is a proud Department with a rich history of *Delivering Excellence Every Day*."



## The Beauty of South Dade

Neal Ottoway, Senior Telecommunications Technician in the Enterprise Technology Services Department, illustrates his passion for nature and photography by capturing the beauty of animals at the South Dade Landfill. Photography is a hobby of Ottoway's who is stationed at DSWM's MLK Building and works with the Department to address our IT needs.





# EMPLOYEE SPOTLIGHT

## Metellus Nominated Employee of the Year

Over the years, the DSWM has had the honor of employing outstanding individuals that go above and beyond to serve our customers. For this reason, when the time rolls around to nominate the Employee of the Year, it can be a difficult decision.

DSWM Customer Service Supervisor Gerard Metellus was nominated as the 2008 Employee of the Year in the Customer Service category. Metellus is responsible for handling the DSWM complaint system, including supervising the customer service telephone call intake, the switchboard calls, speaking to irate customers, resolving escalated complaints, and preparing responses to written customer complaints.

In addition to handling all customer service issues, since 2003, Metellus has been a key person in the DSWM's transition to the 3-1-1 customer service request system. Metellus' involvement was crucial to the

development, implementation and success of the switch. His efforts have been effective with an estimated drop in call errors from 30 daily in April 2007 to an average of 20 weekly today.

In preparation for the new single stream recycling program, he led a three day training of approximately 130 call specialists to ensure they properly addressed issues that might arise.

Metellus is committed to developing leaders in his unit and maintaining a respectful attitude toward all, but his dedication to customer service extends beyond the walls of the Department. On occasion, he has personally delivered recycling bins to DSWM customers on his way home from work. Metellus is fluent in three languages, which enable him to communicate more effectively and relate to the various cultures that represent the DSWM community.



DSWM Director Woods-Richardson, Deputy Director Rose and Public Information and Outreach Division staff with Gerard Metellus.

"Mr. Metellus exemplifies the County's motto of *Delivering Excellence Every Day*," said DSWM Deputy Director of Administration Christopher Rose. "He maintains a customer focus and often advocates the customer's position to resolve issues with other DSWM Operational and Administrative Divisions. He is a role model and is committed to the guiding principles set forth in the Employee of the Year requirements."

*We are sad to announce the passing  
of two dedicated DSWM employees;*

**Walter Bowman**

August 9, 1942 — July 10, 2008

*Walter Bowman,*

*Waste Equipment Operator*

*at the West Transfer Station and*

*Anthony F. Green, Waste Attendant at  
3B Trash. They will be deeply missed.*

**Anthony F. Green**

August 24, 1970 — July 14, 2008

MIAMI-DADE  
COUNTY

*Delivering Excellence  
Every Day*



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